

Jagraj Singh

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SKILLS

Programming Languages: Python (numpy, pandas, matplotlib, sympy)

Markup & Web: LaTeX, HTML, CSS

Languages: English & Punjabi

Soft: Excellent written and verbal communication skills.

Other: Experience working with a wide range of people with different skills and needs in various customer facing roles.

WORK EXPERIENCE

Product Advisor

May 2018 — Present

Microsoft | Redmond, WA

- Help individuals and businesses implement high value Microsoft technology solutions and services resolve requests on first contact.
- Deliver Microsoft Windows and Microsoft Office suite tutorials to customers.
- Present a high level overview of programming to elementary school students.
- Create service desk appointments and help customers receive technical support.
- Diagnose, troubleshoot, and resolve common technical issues.

Freelance Python Developer

May 2018 — Present

Self-Employed

- Building projects to learn new technologies and master current technical skills.

Sales Associate

August 2012 — May 2018

Nordstrom | Tukwila, WA

- Responsible for creating a positive customer experience and delivered stellar customer service with a friendly, professional attitude.
- Calmly worked under pressure in a fast-paced dynamic environment with many customers and competing priorities.
- Analyzed real times sales data to match demand, optimize sales, and maintain a high level of customer satisfaction.

PROJECTS

Cryptocurrency Lottery

2019 — Present

- Built an Ethereum Lottery program using Python, cryptographic libraries, and API components.

Attacks on Apéry's Constant

2018 — Present

- Solving a 375 year old problem in number theory using linear algebra and Python.

EDUCATION

Bachelor of Arts in Communications

December 2017

University of Washington | Seattle, WA

- Coursework included advanced public speaking and telecommunications.
- Concentration and passion in mathematics.